

NYSEG and RG&E Announce New Transfer-of-Service Process

Move-in/move-out process is more streamlined and automated

Google and Apple Pay now also available for customer bills

BINGHAMTON, N.Y. — December 10, 2024 — New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) today announced a new online process for move-in and move-out, also known as transfer-of-service. This is the process customers use for the start or the stop of electric or natural gas service when they move.

“The online transfer-of-service process is streamlined and automated,” said Christine Alexander, vice president of Customer Service for NYSEG and RG&E. “It is the newest feature in an array of self-service capabilities that makes working with our companies easier for customers.”

This process previously required customers to call the Companies’ call center or use the original online application, which had limited functionality. The newly redesigned process includes secure and instant ID verification, eBill sign-up, and online account creation. It’s also mobile-optimized. Click [here](#) to get started for NYSEG or [here](#) for RG&E.

The Companies also now accept Google and Apple Pay for customer bills. These payment options are easy and convenient, and secured through Apple and Google’s encryption and class-leading security standards.

These changes come as parts of a sweeping initiative to improve customer service at the Companies, including hiring in their call centers and meter reading departments, rolling out smart meters to reduce estimated billing, and an online application and job status tool for new electric and natural gas service installations. More than 900,000 smart meters have been installed across the Companies’ service areas so far.

###

About NYSEG: New York State Electric & Gas Corporation (NYSEG) is a subsidiary of Avangrid, Inc. Established in 1852, NYSEG operates approximately 35,000 miles of electric distribution lines and 4,500 miles of electric transmission lines across more than 40% of upstate New York. It also operates more than 8,150 miles of natural gas distribution pipelines and 20 miles of gas transmission pipelines. It serves approximately 894,000 electricity customers and 266,000 natural gas customers. For more information, visit www.nyseg.com.

About RG&E: Rochester Gas and Electric Corporation (RG&E) is a subsidiary of Avangrid, Inc. Established in 1848, RG&E operates approximately 8,800 miles of electric distribution lines and 1,100 miles of electric transmission lines. It also operates approximately 10,600 miles of natural gas distribution pipelines and 105 miles of gas transmission pipelines. It serves approximately 378,500 electricity

customers and 313,000 natural gas customers in a nine-county region in New York surrounding the City of Rochester. For more information, visit www.rge.com.

About Avangrid: Avangrid, Inc. (NYSE: AGR) aspires to be the leading sustainable energy company in the United States. Headquartered in Orange, CT with approximately \$45 billion in assets and operations in 24 U.S. states, Avangrid has two primary lines of business: networks and renewables. Through its networks business, Avangrid owns and operates eight electric and natural gas utilities, serving more than 3.3 million customers in New York and New England. Through its renewables business, Avangrid owns and operates a portfolio of renewable energy generation facilities across the United States. Avangrid employs approximately 8,000 people and has been recognized by JUST Capital in 2021, 2022, 2023 and 2024 as one of the JUST 100 companies – a ranking of America's best corporate citizens. In 2024, Avangrid ranked first among utilities and 12 overall. The company supports the U.N.'s Sustainable Development Goals and was named among the World's Most Ethical Companies in 2024 for the sixth consecutive year by the Ethisphere Institute. Avangrid is a member of the group of companies controlled by Iberdrola, S.A. For more information, visit www.avangrid.com.



#1 IN UTILITIES

CNBC 2024

Media Contact:

Shelby Cohen

Shelby.cohen@avangrid.com

(607) 788-6785